



USDA Forest Service

Outreach Notice

Customer Service Representative

GS-0304-04

Part-time \$13.55 per Hour + Federal Benefits

**George Washington and Jefferson National Forests
Forest Supervisor's Office – Roanoke, Virginia**

Please Respond By: December 4, 2014

About the Position:

The George Washington and Jefferson National Forests are looking to hire an energetic individual that enjoys interacting with the public to work as a part time Customer Service Representative in the Forest Supervisor's Office in Roanoke, Virginia. The individual manages the day to day operations of the reception area, and provides administrative support to staff and program areas within the Forest Supervisor's Office. The Customer Service Representative will work Monday through Wednesday 8:00 a.m. to 4:30 p.m. Schedule can vary based on time of year.

Major Duties

The Customer Service Representative:

- Oversees the main reception area for the Forest Supervisor's Office.
- Greets visitors and responds to in-person, phone, and written inquiries.
- Explains National Forest System rules and regulations regarding use of recreation areas and facilities, fire prevention, safety, and resource protection.
- Utilizes good communication skills, and is kind and courteous with all public contacts.
- Processes incoming and outgoing mail.
- Performs minor web edits.
- Sells access passes and permits.
- Manages Accountable Property and Records.

This position requires the use of word processing software and printing equipment to create, copy, edit, store, retrieve, and print a variety of documents, letters, and mailing lists. Contact Michael Williams, Public Affairs Specialist for additional information at (540) 265-5173, or mrwilliams04@fs.fed.us.

Outreach Response

Persons interested in this position should complete the following Outreach Form and send to: mrwilliams04@fs.fed.us. You may also complete the form and send via U.S. Postal Service mail to Michael Williams, U.S. Forest Service, 5162 Valleypointe Parkway, Roanoke, VA. 24019; or FAX to 540 265-5145. Please reply no later than December 4, 2014.



Outreach Notice Response Form

Customer Service Representative

GS-0304-04

George Washington and Jefferson National Forests

Forest Supervisor's Office, Roanoke, Virginia

Responding Employee:

Name: _____

Current Agency/Region/Forest/District: _____

Current Position Title: _____

Current Series and Grade: _____

E-mail Address: _____

Telephone Number: _____

Brief statement of how you think your experience/education meets the duties and basic qualifications of the outreach position.

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